

Professional and Managerial Branch  
Planning Group  
Social Services Series

**SOCIAL SERVICES ADMINISTRATOR**

05/94

*Summary*

Under direction, manage Community and Human Development Social Services Division through subordinate professional supervisors.

*Typical Duties*

Plan, administer and coordinate on-going City Community Development social services contracts for programs such as City's Foster Grandparents, Retired Senior Volunteers, Aging Services, S.A.F.E. 2000, and City Accessibility and Americans with Disabilities Act compliance; and social policy projects such as those associated with the Stop the Violence and Homeless Coalitions. Involves: evaluating program and project effectiveness and ensuring compliance with guidelines which includes scheduling and directing visits to inspect grantee agencies and project sites; developing and implementing program improvements and policy changes; developing and coordinating the proposal review process for Community Development social services projects applications; monitoring and ensuring program objectives are accomplished in accordance with grantor agency guidelines and departmental policy; ensuring timely submission of required reports and grant applications; preparing contract program and project budgets and schedules, and approving expenditures; integrating activities of applicable advisory boards; reviewing and approving volunteer training programs.

Analyze social problems and recommend actions and policies. Involves: coordinating establishment and execution of new programs and special projects with other local agencies; preparing and distributing materials regarding programs; preparing and delivering presentations to requesting groups; preparing requested operating budgets in conjunction with program coordinator and reviewing and approving program expenditures; providing technical assistance to sub-grantees to correct problems; reviewing and approving reports and billings for sub-grantees, identifying accomplishments and ensuring compliance with program requirements; developing goals, policies and priorities in grant programs.

Supervise assigned social work supervisory, professional and support employees and volunteers. Involves: determining and preparing staff work schedules, and expediting work flow; assigning duties, issuing written and oral instructions and checking work for exactness, neatness, and conformance to policies and procedures; guiding subordinates to overcome difficulties encountered in performing duties; evaluating performance, coaching, and arranging for or conducting training and development activities; enforcing personnel rules and regulations, standards of conduct, work attendance and safe working practices; maintaining supervisor-subordinate harmony and resolving grievances; making recommendations on personnel changes which includes interviewing applicants.

Direct or perform related professional social work and program administration duties as required. Involves: liaising with local, state and federal organizations and agencies; maintaining confidential records and preparing comprehensive analytical reports; pertaining to Division activities and personnel; substituting in other positions during temporary absences to sustain continuity and level of services by performing subordinate duties as qualified or designated duties of own supervisor; maintaining awareness of state-of-the-art social work program management principles and practices.

*Minimum Qualifications*

**Training and Experience:** Graduation from an accredited college or university with a Bachelor's Degree in Public or Business Administration, Sociology, Psychology, or a related field and six (6) years of progressively responsible professional social services administration experience including three (3) years in a supervisory capacity, at least one (1) year of which must have involved second level management of a major social work or counseling program, or a significant phase of activity of an agency providing diverse social services; or an equivalent combination of training and experience.

**Knowledge, Abilities and Skills:** Comprehensive knowledge of: development and administration of social programs; social services theories and methods; and local social needs and agencies providing programs and services to various client populations such as the elderly, disabled and youth; federal, state and local rules and regulations as they pertain to social service programs; functions of social programs and agencies; personnel rules and regulation, standards of conduct and work attendance; management techniques.

Ability to: develop and administer social service programs; enforce and comply with grantor agencies rules and

regulations; prepare and administer budgets; firmly, justly and impartially exercise delegated supervisory authority to lead, motivate, train and evaluate assigned personnel; express oneself clearly and concisely, both orally and in writing in order to maintain records and prepare reports, and prepare and deliver public presentations; establish and maintain effective working relationships with fellow employees, officials and the general public.

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Director of Personnel

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Department Head

OFFICIAL